

ECF Informer

ISSUE 3

APRIL 2005

Yet another enhancement to the ECF system...

We realize that changes can be confusing and may require you and your staff to make adjustments that take time out of your busy day, but we would like to assure you that we work hard to make enhancements to the system that benefit our many ECF users.

This newsletter was designed to help you keep up with the changes that may occur. Please be sure to take the time to review the newsletter and share this information with your staff. As always, please feel free to call the court, should you have further questions.

Our many thanks,

---The Training Department

Another New Event—

REQUEST FOR REISSUANCE OF SUMMONS (NO IMAGE)

You now have the ability to request that new summons be issued by the court. The new event can be found under the ADVERSARY menu, in the Notices/Other category. This is a *no image* event, so it will not be necessary to create a document before filing the event.

After you have requested the reissuance, the Clerk's Office will make the necessary modifications and a new 10 day extension will appear on the summons in the adversary case. The attorney/trustees should check the docket sheet to obtain the reissued summons from the docket within 6 hours after making their request entry (Unless a weekend/holiday is involved). The new docket text will appear as follows:

"Summons Issued Summons Reissued on Greg C. Kidman. Please note: Summons

originally issued 1/26/04 (deed,) Modified on 4/6/2004 (gmg,). (EOD: 01/26/2004)"

You should be aware that the image of a summons will now expire 11 days after being issued and will not be viewable. An alternative message will appear if the summons has expired.

Filing Claims ECF

A common problem when claims are filed ECF is the input of the creditor name. Oftentimes we see a collections company added, and not the actual creditor.

Always input the Creditor name, and then C/O the collections company name with their address. Also, when filing any claim, if you are picking an existing creditor, check to make sure the address is the same between what is on the claim, and what is in the system. Make any changes if there are any discrepancies.

For secured claims, be sure to include any amounts for Value of Collateral and/or Arrears. Description of property, if inputted, should be put in the area for Remarks. Always Check the box for who it was filed by, ex. Creditor, Attorney/Debtor, etc..

INSIDE THIS ISSUE:

Adding Creditors when Opening a Case	2
Items to remember about Amended Documents	2
Filing Exhibits in ECF	2
Notice of Possible Errors	2
Peculiar computer behavior may be caused by spyware software	3
Application for Compensation	3
Submitting Pending Orders	4
Hot Topics	4
What about Browsers?	

CM/ECF

INFORMATION

March marked a record month for electronically filed bankruptcy cases in the District of Utah, as 64% of new bankruptcy petitions were filed by our ECF attorneys. The total new case filings opened in February was 2089 with 1338 filed via ECF. We appreciate your support!

Adding Creditors when opening a case

When opening a case electronically, it is perfectly acceptable to add creditors to your matrix although you may not have the address of the creditor(s) in question.

The 341 will not be sent if the address is incomplete, and if you obtain the correct address later on in the case, you can simply "edit" the address into the case without incurring an amended matrix fee.

For example, your client owes John Doe Plumbing of Bountiful Utah, but for whatever reason your client has not supplied you with the specific address.

At filing, add "John Doe Plumbing" to your matrix. Several days later, your client supplies you with the address of the creditor as being "123 Main Street, Bountiful UT 84000".

At this point, you can go through Creditor Maintenance and "edit" the address by adding the street, city, state, zip to the address.

When initially filing, do not include city or state because that could prompt an unnecessary mailing; the name will suffice, and no notice will emanate from this because it is "incomplete".

Items to Remember about Amended Documents

One of the biggest problems that has occurred with amended documents is the non linking of the entry or linking incorrectly.

When an amended document is filed, we need to know what document is being amended. Using the Amended Document code and linking to the original pleading that is being amended is the best way for us to know that.

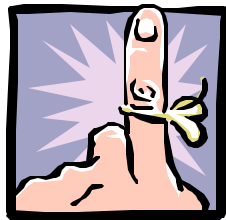
For example: an **Amended Motion for Relief from Stay**, should be linked to the original Motion.

If an **Amended Notice of Hearing** is filed, the code **Notice of Hearing (Amended/Rescheduled)** should be used and linked to the original matter being heard and NOT the original Notice of Hearing. This is so that the correct linkage is made in the monthly calendar and will allow for the original hearing date to be terminated.

If an Amended Document is amending another amended document, then link this to the Amended document that

is being amended.

For example: An **Amendment to an Amended Motion for Relief from Stay**, should be linked to the **Amended Motion for Relief from Stay**, not the original motion.



Amended Schedules have their own code (**Amended Schedules and Amended Schedules (fee)**). Remember to only attach the schedules that are being amended, there is no need to attach all schedules.

If you are amending the Matrix, only send the creditors that need to be added or circle the ones that are being added. This saves time for the Clerk's office from having to research each creditor and trying to determine which creditors need to be added.

Remember the correct code to be used for adding creditors is the **Amended Matrix (fee)**, or **Amended Schedules (fee)**.

Amended Schedules I & J have their own code. This should be used when Amending these schedules.

Filing exhibits in ECF

The clerk's has received a few questions lately about how to file exhibits in ECF.

In the past, separator pages with tabs were used or the attorney would include exhibit information on the top or bottom of the exhibit pages themselves. Well, after some inquiries, it was agreed that the preferred method to attach exhibits to a motion would be to include a regular 8.5 x 11 sheet of paper as a separator page with Exhibit X (exhibit letter) appearing in the center of the page.

This will allow the court staff to search the document for the exhibit and also make it very easy to identify one exhibit from another.

Remember: Exhibits should be combined with motions and appear as one document, unless they exceed the 2MB size limit.

If the pleading exceeds the size limit, then it should be broken up and the Attachments to Documents option is used to attach the file, as discussed in a previous article on combining and extracting documents.

Notice of Possible Errors

The Clerk's office is still receiving mixed responses to these notices. In some instances, there is no response; in others, it is a "slow" response.

Some notices indicate that alterations have been made per the image, and no response is necessary if you concur with the correction.

On the other hand, some absolutely need some action on the filer's part.

Please read each of these notices carefully, and respond (if need be) as expeditiously as possible.

Peculiar computer behavior may be caused by spyware software

Many ECF filers have experienced processing or “blank page” problems while filing on the court’s ECF database. The processing problems could be related to spyware or other types of software that can cause browser problems for users.

The name “spyware” refers to a category of software that, when installed on your computer, may send you pop-up ads, redirect your browser, or even monitor the web sites you visit.

There are some extreme, invasive versions of spyware that can track exactly what keys you type. Because of the extra processing, spyware may cause your computer to become slow or sluggish.

Symptoms of spyware:

- **The Web browser suddenly closes or stops responding.**
- When the computer is started, or when your computer has been idle for many minutes, the Internet browser opens to display Web site advertisements.
- When the browser is used to view Web sites, other instances of the browser open to display Web site advertisements.
- The Web browser’s home page unexpectedly changes.
- Web pages are unexpectedly added to the Favorites folder.
- New toolbars are unexpectedly added to the Web browser.
- Programs will not start
- Links in programs do not work
- It takes a much longer time to start or to resume your computer.
- Components of Windows or other programs no longer work.

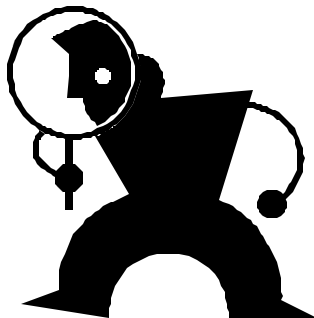
ECF filers are encouraged to remove this type of software from any computer used for filing documents or viewing PACER information.

How do I stop spyware or remove it

from my computer?

To identify and remove spyware software, both of the following methods can be used.

Manual Removal



Because there are several versions of Microsoft Windows, the following steps may be different on your computer. Please see your product documentation to complete these steps.

Note: Spyware software programs may not follow standard practices for installation. Please be aware the software may not be found in the following steps and users should consult with their IT departments before this type of removal is performed.

1. Click Start, and then click Control Panel.
2. Double-click Add or Remove Programs. In the Currently installed programs list, find programs that you do not recognize or are named similarly to the program that is causing the unwanted behavior. **Note** Some programs that have unfamiliar names may not be deceptive software
3. Some programs may have come preinstalled on the computer from the manufacturer or may be important components of other software that you have installed on your computer. **Use caution when removing programs from your computer.**
4. Click the program that you want to

remove, and then click Remove. To remove the component, follow the instructions that appear on your screen. You may have to restart your computer.

Some programs do not register with Add or Remove Programs and do not have a Start Menu folder. In these instances you will need to install spyware software to help you remove the programs.

Spyware Removal Software

There are great spyware tools that may be able to remove the spyware programs easily as well as automatically from your computer. The programs search the computer files looking for suspicious programs and assist the user with detection and removal.

Spyware is an ongoing battle if you are connected to the Internet, so users should **update** and run these types of programs **regularly** to reduce the risk of being affected. It is recommended that a combination of these types of programs be used for additional protection.

Some of the well-known companies that provide **free** spyware or unauthorized adware removal programs include the following companies:

Ad-Aware- For more information about Ad-Aware, visit the following Lavasoft Web site:

<http://www.lavasoft.de/ms/index.htm>

Spybot Search and Destroy- For more information, visit the following Spybot Web site:

<http://www.safer-networking.org/microsoft.en.html>

Additional spyware removal programs can be found by searching the www for spyware. Users should select the best product which fits their needs, consult with their IT department and use a combination of this type of software to protect your computer as much as possible.

Application for Compensation

When filing an **Application for Compensation** in a Chapter 7, please use this event code instead of a generic Application. There are specific fields that need to be filled in, and it is, unfortunately, necessary to use the more complex event code when filing this type of pleading.

United States Bankruptcy Court
District of Utah

Honorable Glen Clark
Chief Judge

Bill Stillgebaur
Clerk of Court

Glenn Gregorcy
Chief Deputy Clerk of Court
801.524.6561
Glenn_gregorcy@utb.uscourts.gov

Brenda Dowler
CM/ECF Program Manager
801.524.6635
Brenda_dowler@utb.uscourts.gov

Jared Johnson
Multimedia Trainer
801.524.6592
Jared_johnson@utb.uscourts.gov

Michelle Bugni
Training Specialist
801.524.6639
Michelle_bugni@utb.uscourts.gov

Helpdesk: 801.450.3443

Fax: 801.526.1193

We're on the web at
www.utb.uscourts.gov



Submitting Pending Orders

Filers submitting pending orders should be careful when modifying the final docket text of a pending order entry. The word "pending" should **never** be removed from the entry. The fact that the order is "pending" on the docket sheet shows viewers that the order is not yet signed by the judge. In addition, the email notification lets ECF parties know there is a "pending" order filed in the case. Once an order is signed by the judge and entered by the clerk's office, the word pending is not part of the docket entry.

An example of a pending order and the signed order docket entry are below:

Pending Order (Ex Parte) related documents(s):21:Motion to Convert Case to Chapter 7 (Jane, Filer) [Order# 18076] (EOD: 02/02/2005)

Docketed Order Text : Order Granting Motion to Convert Case to Chapter 7 (Related Doc # [21]) (courtuser)



Hot Topics

The answers to questions asked in class

What about Browsers?

One of the comical things about training people in ECF is the topic of Internet browsers.

The bankruptcy-supported version of browsers consists of Internet Explorer 5.0 and Netscape Navigator 4.6, 4.7, or 4.8. That kind of leaves us at an interesting problem. The supported browsers are a little out-of-date (by a number of years!). IE 5 isn't even available anymore from Microsoft.

The funny thing about the browsers is that the district court's version of ECF does support IE 6 and Netscape 7.2, officially.

So what is the outlook for updated browsers for the bankruptcy court's ECF? Not very good at this point. Looking at the updates that are coming out in the near future, none address the issue of browsers.

Are we stuck using Navigator 4-point-whatever? Officially yes, unofficially no. Brenda, Michelle and I (Jared) have been

using Netscape 7.2 and for the most part have not run into any problems using it, with the exception of the calendar button giving us a five-day week beginning with Sunday. 99 percent of the time you will enter in the dates with the keyboard, and not the mouse, so this is a very minor issue.

Netscape 7.2 is the most current browser available from Netscape. The browser can be downloaded from their website at www.netscape.com. Don't download version 8, since it is a beta and currently under development.

One of the things to be aware of when using Internet Explorer 6 is that **it does have problems**. And the problems are not consistent. I used it for two years without problems before encountering my embarrassing problem. So don't be surprised if after a long, problem-free IE usage with ECF, that something happens. We get a lot of calls from users claiming that IE has always worked in the past. I did with me to.

If you start experiencing problems with ECF that seem to be "page" related, try using Netscape, because that will be our first suggestion. It's a place for us to start at.

